

---

**Performance Monitoring Report Quarter 2 & 3 2025/26**

Relevant Portfolio Holder	Councillor Karen May, Leader and Cabinet Member for Strategic Partnerships and Enabling
Portfolio Holder Consulted	Yes / No
Relevant Assistant Director	Judith Willis
Report Author	Matthew Bough Job Title: Strategic Housing Services Manager Contact email: <a href="mailto:matthew.bough@bromsgroveandredditch.gov.uk">matthew.bough@bromsgroveandredditch.gov.uk</a> Contact Tel: 01527 64252 ext:3120
Wards Affected	All
Ward Councillor(s) consulted	No
Relevant Council Priority	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS**

**The Shareholders Committee RESOLVE that:-**

- 1) The Performance Monitoring Report Q2 & 3 (Appendix 1) is approved.**

**2. BACKGROUND**

- 2.1 The Bromsgrove Shared Holders Committee approved the Performance Measures at the meeting of 14 April 2025.
- 2.2 Target timeframes for the provision of repairs
- a) Emergency Repairs e.g. Heating system, Locks – **24 Hours**
  - b) Urgent Repairs e.g. Leak, electrics – **7 Days**
  - c) Non-Urgent – dripping tap, sticking door – **30 days**

**3. OPERATIONAL ISSUES**

- 3.1 The performance monitoring report shows a good level of performance provided through Spadesbourne Homes. In Q2 & Q3 100% of repairs have been completed on time giving a cumulative total of 97% over the year. We have received 6 complaints within Q3 covering 4 areas.
- Parking
  - Smoking in communal areas
  - Bin Stores

- Use of illegal substance.

All complaints were responded to within agreed timescales

- 3.2. All Health & Safety requirements for the block of flats are up to date ensuring Allen Court remains safe for residents.
- 3.3 A proportion of rent arrears occurs due to the cross over in payments in relation to payment date.

**4. FINANCIAL IMPLICATIONS**

- 4.1 No financial implications have been identified.

**5. LEGAL IMPLICATIONS**

- 5.1 No legal implications have been identified.

**6. OTHER - IMPLICATIONS**

**Relevant Council Priority**

- 6.2 Hosing - Spadesbourne Homes provides energy efficient homes and helps to balance the housing market by supplying private rented housing in the district.

**Climate Change Implications**

- 6.3 None as a direct result of this report

**Equalities and Diversity Implications**

- 6.4 None as a direct result of this report

**7. RISK MANAGEMENT**

- 7.1 None as a direct result of this report

**8. APPENDICES and BACKGROUND PAPERS**

- 8.1 Minutes of shareholders committee 14 April 2025.

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Cllr Karen May	
Lead Director / Assistant Director	Judith Willis	05/03/2026
Financial Services	Deb Goodall	05/03/2026
Legal Services	N/A	
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	